



PATENT #5 D.T. 9-2203
10/015,383

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of : Before the Examiner:
Michael W. Brown et. al. :
Serial No.: 10/015,383 : Group Art Unit:2643
Filed: 12/12/2001 : Intellectual Property
Title: Promoting Use of Experts To : International Business
Callers Waiting In A Hold Queue : Machines Corporation
: 11400 Burnet Road
: Austin, Texas 78758

August 8, 2003

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on August 8, 2003.

Martha Acosta

Martha Acosta 8/8/03
Signature Date

RECEIVED

AUG 14 2003

Technology Center 2600

ASSOCIATE POWER OF ATTORNEY/CHANGE OF ADDRESS

Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

I hereby appoint Amy Pattillo, Reg. No. 46,983 as associate attorney to prosecute the above-identified application and transact business in the U. S. Patent and Trademark Office connected herewith.

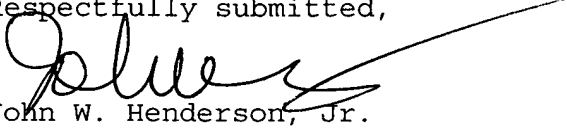
Please address all future correspondence to:

Amy Pattillo
307 Inwood Road
Austin, Texas 78746

If telephone contact is required, please call:

(512) 347-7204
Fax (512) 633-9571

Respectfully submitted,



John W. Henderson, Jr.
Attorney for Applicants
Registration No. 26,907
(512) 823-0888

JWH:ma